



NSW.net Maintenance & Support Program

What is covered by the NSW.net Support Program?

The NSW.net Support Program is a value-added program that provides phone and remote support to assist you with addressing issues related to your NSW.net Internet Services. These services are covered by the NSW.net Support Contract and are provided through Hitech Support at **no cost** to the library or council.

This program provides assistance for the following:

- Outages and/or problems with your Internet or other NSW.net services
- Wireless Management System
- Problems with Router, Firewall or ADSL equipment

Who do you contact if something goes wrong?

If you are experiencing an ISP related problem or your Wireless Management System or any issues related to other NSW.net services then you can contact Hitech Support directly during the hours 8:00am – 5:30pm (Mon- Fri) on:

Hitech Support: (02) 8883 4355
Email: support@hitechsupport.com.au

If your call is outside of Hitech Supports standard business hours you can contact the providers directly on the following numbers.

Telstra Support: 1300 364 359

TPG Support: 1300 055 717

Optus Support: 13 43 15

NSW.net also provides basic troubleshooting steps for ADSL services on their website, visit www.nswnet.net

Who is Hitech Support?

Hitech Support provides a broad range of technology, optimised solutions and services focused on the delivery of high quality independent IT services to public and private sector clients. The focus is on Government client engagements with over 80% of the current business being derived from this sector.

Our key people have been providing technology optimisation and IT services, including IT solutions, program and project management and business optimisation services to Local Government for the last 10 years.

Hitech Support has provided products and services to 120 of the 127 Local Government agencies throughout NSW. Using this experience, the business is flexible, resilient and scalable to meet the growing needs of government agencies throughout NSW as well as the other states and territories.

For further information please go to www.hitechsupport.com.au.

Annual Maintenance and Support Plan Offerings

When NSW.net Internet services are purchased, a SonicWALL firewall, Wireless Access Points, Hotspot controller and/or an ADSL modem may be offered as part of the solution. All hardware comes with a 12 month warranty. Ongoing remote maintenance and support for this equipment is provided free of charge for the first 12 months via NSW.net service offering.

Note: When the warranty period expires, the customer is responsible for the ongoing maintenance of their equipment. If the equipment goes out of warranty and happens to fail then it will have to be repaired or replaced at the cost of the Library or Council.

To ensure your service continues to function efficiently, it is recommended that you purchase the **Comprehensive Management Plan (including SGMS Reporting & Monitoring)**. We also offer the option to purchase Fast Exchange Replacement Warranty on your equipment.

Annual Comprehensive Management Plan (includes SGMS Monitoring & Reporting)

The **Comprehensive Management Plan (including SGMS Monitoring & Reporting)** provides the following services:

- Extends the hardware warranty of the appliance for 12 months
- 12 month Firmware upgrade subscription
- 12 month Remote Monitoring of Firewall and Internet Service
- Annual Basic Review of Security Settings and Upgrade of Firmware to the latest version
- It does not provide phone or onsite support. This is covered by the NSW.net support contract
- SonicWALL SGMS Monitoring & Reporting provides:
 - Real Time Advanced Monitoring and recording of traffic flows
 - Detailed Reporting including the ability to enable monthly or weekly status reports
 - Web Portal to allow end users to log in and view reports on activity*
 - Automated backup of configuration files
 - Simplified Management of multiple units
 - Simplified management of firewall upgrades and policy management

*We will enable these options for advanced users who require such services

SonicWALL NSA 3600 Series	\$1799.00 ex GST (per annum)
SonicWALL NSA 2600 Series & TZ400	\$1605.00 ex GST (per annum)

Fast Exchange Maintenance: (Optional Service)

This service provides an advanced replacement for the firewall, DSL modem or the access points in the event of a failure or on-going persistent problem. A replacement unit is configured and either taken to site (for Sydney metropolitan sites) or delivered by priority courier overnight (for regional clients). The professional services component to carry out the work is also covered by this maintenance option. Note: Can only be purchased with Comprehensive Management Plan, not available on its own.

Purchasing the Fast Exchange option for the firewall also covers the access points, hotspot controller and the ADSL modem.

SonicWALL NSA 3600 Series	\$595.00 ex GST (per annum)
SonicWALL NSA 2600 Series & TZ400	\$395.00 ex GST (per annum)